

**California Governor's Office of Emergency Services
Community Isolation Outage Regulations
Title 19**

Final Regulation Text

§ 2480.2. Community Isolation Outage Reporting Thresholds.

(a) A community isolation outage that limits a telecommunications service provider's end users' ability to make 911 calls or receive emergency notifications shall be deemed to exist, and must be reported to the office, when any of the following conditions exist:

(1) For telecommunications service provided by facilities-based carriers, other than mobile telephony service as defined in Public Utilities Code section 224.4 or VoIP service as defined in PUC code 239, herein referred to as wireline, an outage that lasts at least 30 minutes and potentially affects (A) at least 100 end users in a single ZIP Code, or (B) at least 50% of end users in a ZIP Code with fewer than 100 end users;

(2) For telecommunications service provided by Voice over Internet Protocol or Internet Protocol enabled service, as those terms are defined in Public Utilities Code section 239, an outage that lasts at least 30 minutes and potentially affects (A) at least 100 end users in a single ZIP Code, or (B) at least 50% of end users in a ZIP Code with fewer than 100 end users;

(3) For telecommunications service provided by mobile telephony service, as that term is defined in Public Utilities Code section 224.4, an outage that lasts at least 30 minutes and affects at least ~~50~~ 25 percent of a carrier's coverage area in a single ZIP Code;

(4) For any telecommunications service, whenever the office determines that a community isolation outage meeting any of the criteria specified in paragraphs (1) - (3) exists within an identifiable ZIP Code or ZIP Codes and provides notice of its determination and identification of the ZIP Code or ZIP Codes to a telecommunications service provider. For purposes of this paragraph, every telecommunications service provider subject to these regulations shall provide the office at least one designated point of contact or similar means to receive and respond to such notices.

(b) Nothing in subdivision (a) precludes or limits the ability of a telecommunications service provider to notify the office of a community isolation outage whenever a provider reasonably suspects or believes such an outage exists.

§ 2480.3. Notification Requirements.

(a) Telecommunications service providers shall provide the notices required by Government Code section 53122, subdivision (c) via electronic submission to the office. Electronic notices shall be made in a format prescribed by the office and submitted to CA911outages@caloes.ca.gov. The office may implement an alternative online submission method, including through an application program interface, and upon such implementation, providers may use the alternative submission method in lieu of the office's form. Telecommunication carrier's compliance is required with the prescribed electronic submission format within 90 days of notification from the office.

(b) For purposes of the requirement in Government Code section 53122 that notification to the office include "a description of the estimated area affected by the outage and the approximate communities, including cities, counties, and regions, affected by the outage," telecommunications service providers shall list each affected ZIP Code, with an associated, readily-identifiable descriptive term that will enable validation of the ZIP Code, such as the name of a city, county, community name, or similar descriptive term, which shall be deemed sufficient for purposes of the initial notification to the office.

(1) For wireline and VoIP outages, the notice shall also include the estimated number of potentially impacted end users.

(2) For mobile telephony outages, the notice shall also include the estimated percentage of coverage degradation in the affected ZIP Codes.

(c) For the purposes of the requirement in Government Code section 53122 that notification to the office include "the estimated time to repair the outage" and "when achieved, the restoration of service," telecommunications service providers shall submit updated notifications at least once every 6 hours from the most recent notification until the service has been restored, and a final notification once the service has been restored.

(d) Nothing in subdivision (c) precludes or limits the ability of a telecommunications service provider to provide an update to the office whenever a provider reasonably suspects or believes an update is required.

(e) Each provider of telecommunications service that provides access to 911 service shall maintain on its internet website a public outage map showing that provider's outages. The public outage map for each provider shall be available upon each notification to the office and shall include, at a minimum, the following information:

- (1) Map indicating the geographic area impacted by the outage.
- (2) Zip code(s) of the impacted area.
- (3) Type of outage: Wireline, Voice over Internet Protocol (VoIP) or Mobile Telephony.

This map shall be posted by the provider of telecommunications service within 60 minutes of the discovery of a new outage and updated at least once every 6 hours from the most recent notification until the service has been restored.